



DEPARTMENT OF SENIOR SERVICES TRANSPORTATION SYSTEM

NEW SYSTEM Beginning June 17th, NewMo transportation services will be provided by Via under a contract with the Department of Senior Services. Riders can request trips to the Senior Center, medical appointments, houses of worship, grocery shopping, and to long-term care facilities within the Garden City. You can also go to any Village center, any sponsored program, event, or building within the city, and to the Needham Street Corridor. You may also go to certain destinations for medical appointments outside of Newton, as listed in this information sheet.

Please note that NewMo is an on-demand, ride-share system, which means that other passengers may be in the car with you.

HOW THE SERVICE WORKS Before you request a ride, you must set up an account with Via. This can be done with a Via app on your smart phone, or you can call Via's call center at 617-655-8019.

Once you have created an account, you can request a ride through the Via app or by calling the call center at 617-655-8019. Either way, you will need to provide the address where you are leaving from, and the address of your destination. After your appointment, you will need to request a return trip. NewMo does not take reservations several days in advance.

If you need door-to-door service, please make this known when you schedule your pickup. Wheelchairs and walkers can be accommodated.

You will not have to wait more than 30 minutes for your ride to arrive, and you will not spend more than 30 minutes in the car or van.

NEW RIDERS If you are a new user of transportation for seniors, you must contact the Senior Center to determine eligibility and cost.

LOOK FOR THE NEWMO AND VIA LOGOS When you make your reservation, you will be given the license plate number of the car or van that will pick you up. You will also see the NewMo and Via logos on the doors of the car or van. (You can see the NewMo logo at the top of the page.)

HOURS OF OPERATION NewMo runs from 8 am to 5 pm Monday thru Friday and from 9 am to noon on Saturday and Sunday. Please keep these hours in mind when you schedule appointments. For example, ask your doctor's office for a late-morning or early-afternoon appointment, rather than one at 8 am or 5:00 pm.

MEDICAL TRANSPORTATION: Trips must be within the City of Newton **OR** to the designated destinations listed below:

Walnut Street, Wellesley	1244 Boylston Street, Chestnut Hill (Dermatology, Ear, Nose & Throat, etc.)
1-54 Washington Street, Wellesley	Faulkner Hospital (1153 Centre Street, Boston)
173 Worcester Street, Wellesley (Newton-Wellesley Hospital diabetes and endocrinology)	St. Elizabeth's Hospital
195 Worcester Street, Wellesley (Newton-Wellesley Primary Care	VA Hospital, West Roxbury
230 Worcester Street (Harvard Vanguard, Atrius, etc.)	VA Hospital, South Huntington Ave.
830 Boylston Street, Chestnut Hill (New England Baptist Hospital)	All medical appointments in Newton
850 Boylston Street, Chestnut Hill (Brigham and Women's Health Care)	All mental health appointments in Newton

GROCERY SHOPPING: You may choose your day, time, and grocery store **within Newton**.

LONG-TERM CARE FACILITIES: Transportation is available to facilities within Newton **and to Newton-Wellesley Hospital**.

HOUSES OF WORSHIP: This service is available from 9 am to noon on Saturday and Sunday.

VILLAGE CENTERS: See page 3 of this document for the exact locations of these centers.

NEEDHAM STREET CORRIDOR: All of Needham Street is included.

ANY CITY SPONSORED PROGRAM, EVENT OR BUILDING WITHIN THE CITY: This service is available during regular NewMo hours (8 am to 5 pm on weekdays, 9 am to noon on weekends).

GENERAL INFORMATION

TRANSPORTATION is available to all residents of the City of Newton who are 60 years old or over.

RIDES can be scheduled with a Via app on your cell phone or by calling the call center at 617-655-8019.

RIDE REQUESTS must be made the day you plan to travel. When you are ready to leave, please make the request, and you will be given an estimated time of arrival. You will not have to wait more than 30 minutes for your ride to arrive, and you will spend no more than 30 minutes in the car, even if other riders are in the vehicle with you.

BE READY WHEN YOUR RIDE ARRIVES NewMo will call you when the car is two minutes away from your location. At that time, please go outside to meet the car, if you have not already done so. If you have a cell phone, NewMo will call you to say that the car has arrived. **If you have a landline, do not wait inside until you see the vehicle pull up. You are expected to meet the car when it arrives. Drivers can only wait a few minutes before they must head to their next pickup.**

ADDING MONEY TO YOUR ACCOUNT If you do not have a credit card, voucher codes may be used to add money to your NewMo account and can be purchased in increments of \$25 at the Senior Center. Ask for Fred, Elizabeth, or Jayne. These vouchers should not be confused with the yellow vouchers previously used by Veteran's Taxi. The yellow vouchers are no longer active. If you still have vouchers from the old system, the value of the vouchers can be transferred to your NewMo account.

ELIGIBLE: Newton residents 60+ years of age

DEPARTMENT OF SENIOR SERVICES
TRANSPORTATION TO VILLAGE CENTERS

Monday – Friday, 8:00 a.m. – 5:00 p.m.

AUBURNDALE	2040 - 2122 Commonwealth Ave. 422 - 427 Lexington St. 271 - 349 Auburn St.
CHESTNUT HILL	280-1184 Boylston St. 525-615 Hammond St. (Includes the Post Office on corner of Middlesex Rd.)
NEWTON CENTRE	821 – 1148 Centre St. 10 – 82 Langley Rd. 714 – 847 Beacon St. 10 – 43 Union St.
NEWTON CORNER	259 – 447 Centre St. 275 – 399 Washington St.
NEWTON HIGHLANDS	1149 – 1203 Walnut St. 1 – 63 Lincoln St.
NEWTON LOWER FALLS	2000 – 2366 Washington St.
NEWTON UPPER FALLS	1185 – 1225 Chestnut St. 77 – 108 Oak St.
NEWTONVILLE	241 – 345 Walnut St. 743 – 897 Washington St.
NONANTUM	291 – 420 Watertown St.
OAK HILL	663 – 675 Saw Mill Brook Pkwy.
THOMPSONVILLE	386 Langley Rd. – Route 9
WABAN	1625 – 1651 Beacon St. 4 – 10 Windsor St. 69 – 87 Wyman St.

OTHER TRANSPORTATION SERVICES

Service	Phone	Destinations	Days	Hours	Eligible	Cost
The Ride	Reservations: 877-765-7433 Eligibility Center: 617-337-2727	Within Rt. 128	7 days a week	5 am -1 am Call by 5 pm one day in advance	Disabled, Pre-approved	\$4-5 each way
American Cancer Society	800-227-2345	New England	Monday through Friday	Call two days in advance	All cancer patients	No charge (Volunteer drivers)